



Application Serial No.: 09/577,232  
Attorney Docket No. 019287-0317258 (*previously APB-022*)  
Amendment and Reply Accompanying RCE

THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS : Lundy Lewis      CONFIRMATION No. : 3633  
SERIAL NUMBER : 09/577,232      EXAMINER : David E England  
FILING DATE : May 23, 2000      ART UNIT : 2143  
FOR : **METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL  
MANAGEMENT (SLM)**

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**Mail Stop RCE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA. 22313-1450

**AMENDMENT AND REPLY ACCOMPANYING  
REQUEST FOR CONTINUED EXAMINATION**

Dear Sir:

In response to the Office Action mailed June 17, 2005 please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims beginning on page 2 of this paper.

**Remarks** begin on page 9 of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (Ref. No. 019287-0317258).